

## Remarks

Claims 166-185 currently stand rejected and remain pending in the application. Claims 1-165 were previously canceled. No claims are amended herein. The Assignee respectfully traverses the rejections and requests allowance of claims 166-185.

### Rejection Under 35 U.S.C. § 102

Claims 166-185 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent No. 6,493,447 to Goss et al. (hereinafter “Goss”). The Assignee respectfully traverses the rejection in light of the following comments.

Independent method claim 166 for “routing a voice call, wherein the voice call originates from a user device including a cookie and wherein a call center has a plurality of call center resources,” provides for “receiving the voice call originating from the user device including the cookie; processing the cookie from the user device to select one of the call center resources; and *routing the voice call originating from the user device to the selected one of the call center resources.*” (Emphasis supplied.) Independent system claim 176 incorporates similar provisions.

The final Office action alleges that the operation of routing the voice call originating from the user device to the selected one of the call center resources is disclosed in Goss at column 6, lines 56-65, and at column 7, lines 1-10. (Page 3 of the final Office action.) The Assignee respectfully disagrees with the allegation.

Generally, Goss discloses “a Contact Server that enables customers to submit call-back requests to a call center via the Internet, or virtually any other communications technology available.” (Column 1, lines 62-65.) If an agent of the call center is available, “*the agent can then place a telephone call to the number provided by the customer who submitted the call-back request....*” (Column 2, lines 4-6; emphasis supplied.) “If an agent is not available, the Contact Server can be used to *provide call-back services at a later time* via telephony, the Web, or virtually any other communications technology.” (Column 2, lines 14-16; emphasis supplied.) Thus, whether or not an agent is available at the time of the call-back request, *the agent ultimately responding to the request originates a call to the customer* requesting the call-back. Therefore, Goss does not teach or suggest “*routing the voice call originating from*

*the user device* to the selected one of the call center resources,” as provided for in claims 166 and 176, and such indication is respectfully requested.

In its Response to Arguments, the final Office action indicates that “Goss discloses *user information used to route the request/call to a particular agent*. This information generally includes the customer’s name, telephone number, customer identifier, customer profile, trouble ticket #, and other information as needed. All of this is used in routing the request/call to the appropriate agent (column 6, lines 21-26, column 13, lines 1-14).” (Page 5 of the final Office action; emphasis supplied.) Apparently, the final Office action equates a call-back request of Goss with a voice call originating from a user device that is routed to a call center resource, as provided for in claims 166 and 176. The Assignee respectfully disagrees with this characterization of Goss.

As described above, the Contact Server of Goss takes an incoming communication from a customer, such as a Web page access, thus generating a call-back request. Although the call-back request is ultimately transferred to the agent, *the request does not constitute a voice call routed to the agent. Otherwise, the agent would not need to call the customer back. Only after the transfer of the call-back request initiated by the customer* does an agent then call back the customer using information associated with the call-back request. Therefore, the method employed in Goss is distinguished from the subject matter of claims 166 and 176, in which a voice call originating from a user device includes a cookie, the cookie is processed to select a call center resource, and *the same voice call originating from the user device* is routed to the call center resource selected as a result of processing the cookie. Thus, the Assignee contends that claims 166 and 176 are allowable in view of Goss for at least this additional reason, and such indication is respectfully requested.

Claims 167-175 depend from independent claim 166, and claims 177-185 depend from independent claim 176, thus incorporating the provisions of their respective independent claims. Thus, the Assignee asserts claims 167-175 and 177-185 are allowable for at least the reasons provided above in support of claims 166 and 176, and such indication is respectfully requested.

Thus, based on the foregoing, the Assignee respectfully requests withdrawal of the 35 U.S.C. § 102(e) rejection of claims 166-185.

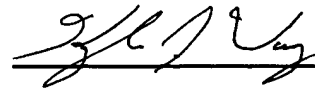
Conclusion

Based on the above remarks, the Assignee submits that claims 166-185 are allowable. Additional reasons in support of patentability exist, but such reasons are omitted in the interests of clarity and brevity. The Assignee thus respectfully requests allowance of claims 166-185.

The Assignee believes no additional fees are due with respect to this filing. However, should the Office determine additional fees are necessary, the Office is hereby authorized to charge Deposit Account No. 21-0765.

Respectfully submitted,

Date: 7/7/06



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